

Newsletter – July 2016



President - Noel Rodgers

Welcome to the IMC NZ newsletter

As the new President of the IMC NZ I would firstly like to thank **Terry Hoskins**, now the Past President for his time efforts and hard work over the last 2 years of his tenure as president. The role is one that carries responsibilities and expectations to support the organisation's credentials and growth in all facets. Thank you Terry.

The IMC NZ moves forward this year as a stable organisation with a highly competent council supporting the membership by carrying the knowledge and a desire to move the organisation forward in presence and credibility and membership.

Our council has developed some new initiatives over the last year to significantly lift the presence of the IMC NZ in the market and with other IMC organisations globally. The 'Assess My Consulting' initiative is a great development the council elected to create, that will add value to our members and others in the consultancy world. Further to this initiative, the council has also pursued the development of the new 'NZ Guide to Aspiring Consultants' continuing to add more value to our membership. As we journey through 2016 the council has other plans to consider and evolve in the best interests of continued IMC NZ growth.

With the tasks being developed and launched in 2016, comes the necessity for a considerable amount of time and effort required by the council to continue the momentum of growing the IMC NZ, therefore I ask that if any member would like to be part of this amazing evolution and journey the IMC NZ has embarked on, the council would very much like to hear from you.

The request is simply based on members being able to volunteer their services in small amounts, within their profession and skill base such as IT, marketing, advocacy, professional development, etc... and to work with council members in supporting the existing and new projects over the next year. Your assistance even in the smallest amounts will make a significant difference to the outcomes we aspire to achieve. Please contact Suzanne Barley email: info@imcnz.org for expressions of interest.

I also wish to take this opportunity to introduce our new 2015-2016 IMC Council. Individually the council puts in many volunteer hours to progress the interests of members and advocate at local and central government level on behalf of the industry. The last 2 pages of the newsletter have our council members and a brief on their professional profile.

I would like to thank our Treasurer (**Andrew Marr**) for his effort and dedication as IMC NZ treasurer in recent years. Andrew has brought the IMC NZ accounting systems into a new level of 'ease-of-use' through the introduction of Xero and by simplifying the reporting processes. Unfortunately Andrew now has to step down from his role due to increased outside commitments, therefore the IMC NZ now **seeks a new treasurer**. The request comes with a good level of support from Andrew and other council members, yet the IMC NZ does require the new treasurer as soon as practical, so please contact Suzanne if you are able to assist by volunteering your services for the role of Treasurer. We look forward to having you on the team.

We also have two Council members stepping down this year. Thank you for all your efforts over the last few years. **Phil Guerin** has been council member, followed by president and continued on the council as past president and mentor when Terry Hoskins succeeded as President. **Jason Price** has been a council member bringing a range of strengths to the council such as various statistics to identify IMC NZ positioning, surveys and similar, being a key council member in the design of the IMC NZ moving forward.

We continue to seek **presenters** for our monthly meetings in Wellington and Auckland that will add value to you our members and the consulting profession. In selecting our presenters, the IMC NZ is continually searching for new topics and inspiring content. If you have a subject you feel would be of interest to the IMC NZ members and you would be able to present, or you are aware of a presenter that would be suitable for the IMC NZ, or you have a subject that you would like the IMC NZ to focus our presenters on, please contact Suzanne so that we can further inquire with you on the content. We look forward to your attendance and networking with you at our monthly meetings.



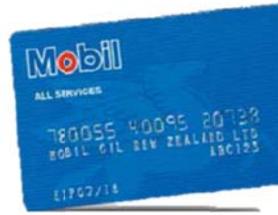
Council - Wellington
Vice President
President
Immediate Past President
Co-ordinator for Wellington Events / Victoria
University Relationship



Council - Wellington
(our statistics and online survey guru for Council)

New Member Benefits

We are delighted to announce that Mobil discounted fuel via Mobilcard has been added to our list of member benefits. For more info see the flyer at the end of the newsletter. Thank you Mobil and Costdriver.



International Consultants Day

International Consultants Day is our flagship event for the IMC year and enables us to share the celebration with the wider business community.

The first proposal for an International Consultants Day was made in 1999 by Shanker Gopalkrishnan, the Trustee for IMC India. India pioneered the celebration of the day and subsequently more countries have been involved. International Consultants Day is now an established date in many member institutes' diary of events being June of each year. The IMC NZ will celebrate International Consultants day each year going forward through the initiatives currently being developed. We look forward to the 2017 June International Consultants Day.

Below are photos from the events held in Auckland and Wellington.

Wellington - We are delighted to congratulate **Phil Guerin** on being awarded the honorary status of **Fellow** for his contribution to IMC New Zealand 'over and above the call of duty'. As the highest level of the IMC NZ the IMC NZ welcomes Phil into the position of IMC NZ fellow.

Our speaker presentation for the day was by **Andrew Marr** who replicated the launch of the AssessMyConsulting professional development tool for the region. Andrew also presented the Assess My Consulting tool in Auckland the previous month.

Auckland - **Bain Hollister** of **Clearpoint** presented on Lessons from the Digital Front with a fascinating snap shot of changes in this field and how it has affected us all on a number of levels. There were certainly some interesting statistics showing how technology has affected the fortunes of certain companies.



Wellington - Phil Guerin receives his Fellow certificate (left) from Ian Abrahams (Right)



Auckland - Mixing and mingling after the presentation. From left Reg Prasad, Vishav Preet, Bain Hollister and our IMC Vice President, Robyn Barnes.

AssessMyConsulting

For the last two months we have been trialling the **AssessMyConsulting.com**TM professional development tool for management consultants and are delighted to report that it has been embraced not only in New Zealand but also in USA, Canada and UK.

AssessMyConsulting.com is a new free online application to measure consultant skills and performance. The online tool allows the user to assess their current level of consulting capability and identify opportunities for development. The standard assessment is free and anonymous.

It is an ideal strategy and personal development tool for a CMC consultant (and those aspiring to enter the consulting industry), project consultants, and MBA graduates who quite commonly follow careers in consulting.

The online tool allows the user to assess their current level of consulting capability and identify opportunities for development. A more detailed premium assessment is also available for a small fee (currently US\$9.99) with a link sent to your email. The Online Assessment tool is designed to

- assist in building consulting competence
- develop new skills and capabilities
- broaden consultant opportunities in the consulting marketplace
- create a competitive advantage over others who may rely on static experience.
- support professional development

If you wish to use the assessment go to assessmyconsulting.com. For IMC members only the advanced report is free by utilising HAPPY (case sensitive) in voucher option.



Andrew Marr has been intensively involved as the sole web developer on this project and personally made the presentation. Andrew fielded a number of questions around how the assessment works, how the statistics will be utilised and how it can be best used for professional development of members.

Andrew, many thanks for volunteering your skills for this IMC valuable project and for the many hours dedicated to getting the programme live.

The programme will now be used to provide guidance to a range of IMC training options which will be released over the next 24 months.

Insurance Update - Health & Safety Changes

JLT, the provider of our IMC ProPak Liability Insurance package has provided an update following the implementation of the new Health & Safety legislation. The full article can be viewed on https://docs.google.com/document/d/1pV-YYjP1QFkIf2rAYQoLmj3hEeb_sArfqkt5496C7Xk/edit?usp=sharing

Thank you Deb for taking the time to document this summary for our members.

Take Advantage of your BPIR.com Membership

All IMC New Zealand Associate and CMC members automatically receive free membership to the BPIR.com as part of their membership package. This website contains a huge amount of best practice information that should be useful for your clients and your own personal development.

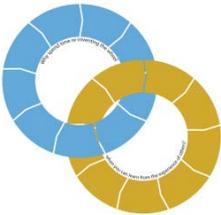
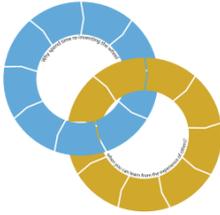
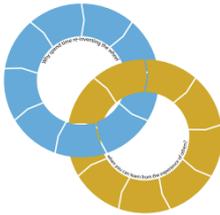
For example, there are over 90 self-assessment tools in areas such as Leadership, Knowledge Management, Human Resources and Marketing. These are great to use at the start of a consultancy project to help to understand your client's strengths and areas for improvement. *For instance, recently the "Innovation Maturity (organisation-wide)" self-assessment was used by 70 staff from a government agency to identify where it was lacking in terms of innovation.*

After self-assessment, resources such as the "Award Winner Report" section with its collection of excellent videos can be used to inspire and share best practices with your client. Therefore if an opportunity for improvement is "listening to employee ideas" it would be worthwhile reviewing the Emirates National Oil Company's video on such schemes or if you are searching for an innovative way

to review and resolve customer service issues then consider PACT's video on the use of "Re-Run Theatre".



BPIR.com produces regular Best Practice Reports. The latest are shown below:

BPIR Best Practice Report - Volume 8, Issue 9 Employee Suggestion Schemes	BPIR Best Practice Report - Volume 8, Issue 8 Flexible Work Arrangements	BPIR Best Practice Report - Volume 8, Issue 4 Lean Thinking
		
		

Membership to the BPIR.com includes access to the Proquest Library containing 100's of journals/trade magazines and over a million articles covering most industrial sectors. These can be searched when trying to find the latest information on a specific topic.

If you have forgotten your password contact Suzanne on info@imcnz.org.

Regional Meetings

WELLINGTON

May's regional meeting with presentation made by Clearpoint was a stand-out event with over 50 in attendance and a large contingent of Victoria University MBA alumni.



Everyone is talking about digital, but very few are implementing comprehensive digital delivery practices. Without a cohesive digital strategy, digital investments into new technologies may not be effective enough to deliver on the promises of digital.

ClearPoint is known for delivering awesome digital experiences and this session didn't disappoint. They subsequently repeated the presentation in Auckland at the June International Consultants Day function. This was a very interactive session with lots of questions around sharing knowledge, challenge your thinking on how to transform your business into a digital business, including:

- What does a digital strategy really look-like,
- What are the key drivers for digital investments
- Which IT project will provide the best up-front benefits, and
- The possibilities and realities of agile development and 'continuous delivery'.

AUCKLAND

John Laurent - Decision-making - essential to doing business: an interactive session to build rational problem solving and decision making skills'



At the recent world leaders forum in Davos, solving complex problems and critical thinking are the top two skills required of effective CEOs, so an effective process for decision-making is an important tool for all of us.

This was a very enlightening, fun and interactive session. We were given the task of working through a survival situation, provided with a lot of detail and asked to identify the priorities. After ranking the situation as individuals we then broke into sets of 5 to work through the situation as a group, exchange

ideas and reach a consensus. The outcomes as a group were then compared to the original decisions made individually and then matched to an expert outcome.

The outcome? That was the enlightening bit. The group decision when matched against the expert outcome was far superior to the decisions that were made individually without collaboration.

The secret in the workplace to getting the 'best' solution rather than just 'my' decision (which can often be influenced by the most dominant person in the meeting) is to:

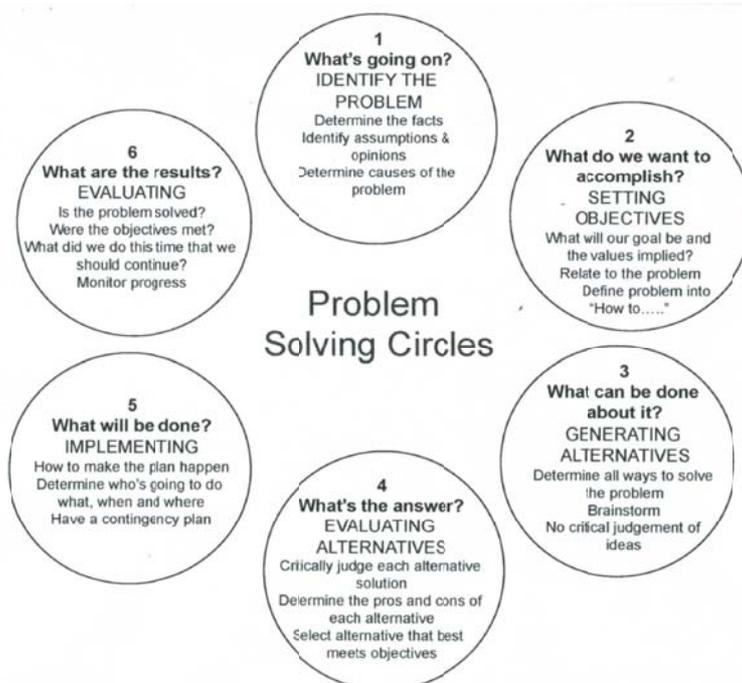
- Listen to all
- Support people - enabling all to have a say, noting that the quiet people often have good ideas
- A good CEO will **encourage disagreement**
- Challenge assumptions - don't treat them as facts.

The proven benefit of group decisions is that it significantly improves quality of decision and if the outcome is decided by **consensus** (rather than a vote) the overall-buy in and resultant outcomes are superior.

The methodology for good decision-making is:

1. Identify the problem
2. Set objectives
3. Generate alternatives (what can you live with if we can't agree on item 2? And don't discard anything which seems at first glance to be untenable - someone may have a solution)
4. Evaluate the alternatives

Below is the hand-out provided by John which elaborates the concept a little further.



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From my own perspective the group decision-making process which demanded a consensus was enlightening. I'm so used to operating sole-charge that involving others is quite alien. The additional experience and perspectives contributed by the rest of the group was really very valuable. Picturing this being replicated in a larger organisation where everyone from the CEO down to the factory floor are actively involved would be of great value.

Our thanks to **John Laurent of Action Learning Ltd** for sharing the decision-making methodology with us.

New Members

We are delighted to welcome the following new members to the fold:

- Murray Wills - CMC
- Philip Cox - CMC
- Neil Shaw - CMC
- David Fuller - CMC
- Deano Gomes-Luis - Affiliate
- Michelle Gallagher - Affiliate
- Joy Sipeli - Affiliate
- Debra Gee - Affiliate

We also wish to recognise the affiliates under the special Victoria University MBA programme

- Urwashi Singh
- Francene Wineti
- Jennifer Lee
- Kieran Hume
- Aruna Lata
- Sue O'Donnell
- Karl Jenner
- Rodani Louisa
- Giri Priyanka
- Nick Ormrod
- Daniele Palazzetti

We congratulate our new CMCs who have completed the full certification process. Phil Guerin (Immediate Past President) presented their CMC Certificates and lapel pin at the AGM.



Murray Wills (left)



Neil Shaw (Left)



Philip Cox (left)

Our 2016 Council

In alphabetical order:



Ian Abrahams
Council - Wellington



Suzanne Barley
National Membership Secretary -
Auckland



Robyn Barnes
Vice President - Auckland



Karen Clarke
Council - Wellington



Terry Hoskins
Immediate Past President -
Auckland



Andrew Marr
Treasurer - Auckland



Dr Iain Matheson
Council - Wellington



Noel Rodgers
President - Morrinsville



Lucy Sanderson-Gammon
Council - Wellington

Our Partners

IMCNZ is partnered with a number of supporters and we take this opportunity to thank you all for your support:



Gold Sponsor



JLT/IMCNZ ProPak liability insurance package

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Jardine Lloyd Thompson
(JLT)
T: + 64 (0) 9 300 3763.
M: +64 (0) 21 902 864. E:
Deborah.fisher@jlt.co.nz
W: www.jlt.co.nz

Venues provided by:



Current Council Members

Noel Rodgers, President (Morrinsville)	noel@activebss.co.nz
Terry Hoskins, Immediate Past President (Auckland)	terry.hoskins@approach.co.nz
Robyn Barnes, Vice President (Auckland)	robyn@scalegreenetworks.com
Andrew Marr, Treasurer (Auckland)	andrew@marr.co.nz
Ian Abrahams (Wellington)	ian@ipaconsulting.co.nz
Karen Clarke (Wellington)	karen@karenclarkenz.com
Suzanne Barley, National Secretary (Auckland)	info@imcnz.org
Iain Matheson (Wellington)	iain@mathesonassociates.co.nz
Lucy Sanderson-Gammon (Wellington)	lucy@luminousconsulting.co.nz



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Experience Driving Value

Dear Member

We continue to look for ways to add value to your membership and we are pleased to introduce this exciting new member benefit in conjunction with Costdriver.

9 cents per litre discount off the pump price on petrol and diesel with Mobilcard

Key benefits

Accepted at a wide network of Mobil branded service stations, all New World and Pak N Save unmanned service stations, as well as at Mobil fuel distributors Allied, Waitomo and Nelson Petroleum sites.

- **329 discounted Mobilcard acceptors sites throughout New Zealand.**
- Visit www.mobilfuelfinder.co.nz to find a Mobilcard merchant near you.
- **No joining fee**
- **No annual card fee**
- **No transaction fees**
- **Need to be GST registered**



For a company fleet of 10 vehicles that's an annual saving of \$4680 per annum.

To secure this great offer

Click on www.costdriver.co.nz/fuel

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